

ACTIVE CASES
Analysis July 2004 QA Results for Food Stamps

Sample Size: 91
(drops excluded)

Totals for July 2004:

LOCATION	TOTAL SAMPLE ISSUANCE	# of ERROR CASES	ERROR DOLLAR TOTAL	PERCENT DOLLARS IN ERROR	FFY 2004 ERROR RATE
STATEWIDE	18,517.00	12	868	4.69	6.6%
MILWAUKEE	6,659.00	4	306	4.6%	9.3%
BAL- STATE	11,858.00	8	562	4.7%	4.6%

ERROR CAUSES BY TYPE:

- **10-** Agency Preventable Errors
- **2-** Client Errors

OVERVIEW OF THE ERRORS AND WHERE THEY OCCURRED:

Of the 10 APES, 3 were in Milwaukee, and 7 were in the balance of state.

TYPES OF APE ERRORS (10):

Regular Earned Income (2) :

- Agency failed to correctly calculate earned income projection from the information provided

Self-Employment (1):

- Agency failed to correctly calculate Self Employment income from a long-time SE business

Utilities (2):

- Agency failed to verify reported utilities at certification/re-certification. and thus gave wrong SUA

Child Support (1):

- Agency failed to correctly average prior three months CS at review

SSN (1):

- Group failed when child excluded for failure to provide SSN, which was already in the agency record

Medical Expense (1):

- An incorrect deduction was given for bills that don't qualify. There was also an incorrect entry for Social Security on same case. Agency didn't act on alerts.

Household Composition (1):

- Agency failed to act timely on client report that a FS group member moved out.

Ineligible Student (1):

- Agency included person who was a full time student, who didn't meet any of the other criteria for FS group inclusion.

TYPES of CLIENT ERRORS (2):

Rent (2):

- For both, the clients failed to report at review that their rent had decreased because of HUD subsidies, causing overissuances.

-

WHEN WERE THE APES MADE?

Of 10 APES, 2 were made at application, 7 were made at review, and 1 was made at reported change.

WHEN WERE THE CLIENT ERRORS MADE?

Both client errors were made at reviews, when they failed to report they had begun to receive HUD assistance.

TRENDS OR RECOMMENDATIONS:

- Location: Only 3 of the 10 APES were from Milwaukee, and the other seven were from Rock, Marathon, Jefferson, Sawyer, Racine, Kenosha and Dane.
- Proportionately fewer errors were made in Milwaukee than in balance of state, which is different from past months.
- Shelter was a big issue this month: between agency errors and client errors there were four (1/3 of the total errors). The two client rent reporting errors again bring up the issue that Federal policy and State policy both say the agency does not have to re-verify shelter at review if the client reports no change. However Federal QC policy mandates that it is still considered a client error if the client fails to report the change.

Most other elements, such as income, must be re-verified even if the customer states there is no change. Possibility fixes could be:

1. Seeing if we can revise Wisconsin policy to require re-verification unless there is a current lease (although this still wouldn't pick up the HUD subsidy issue)
2. Have some sort of online access to HUD customer lists
3. Even if we cannot change Wisconsin policy, we can emphasize better questioning skills at app and review on shelter costs. Also, old or questionable documents should be followed up. If the rent is supposedly the same for two and three years, that is unusual. The two Agency errors on utilities could have been avoided if the workers scrutinized what documents they do have for sufficiency.

"BIGGEST CONTRIBUTORS": The cases that caused the largest dollar errors for July 2004 (including client errors):

Rock County, \$165 Agency Preventable Error:

On an employment form, the employer entered the information as 25 hrs/wk @ \$4.25/hr. In the lower section of the form, the employer entered \$20 tips/day and then entered \$186.25/week under "Gross Pay for Tips, shift diff., commissions, etc". \$186.25 is the weekly total of 25 hrs/wk x \$4.25 plus tips of \$20/day for 4 days/week. The agency failed to clarify the inconsistencies with the employer. (The agency actually budgeted the same wages twice because of the way the employer wrote wages on top and then reiterated the wages farther down along with an estimate of tips.) QC contacted the employer and verified the correct information should have been \$4.25/hr x 25 hrs/wk. x 4.3 = \$456.87

and tips at \$20/day x 4 days/wk. $\$20 \times 4 \times 4.3 = \344 ; total monthly converted estimate is \$800.87.

Sawyer County, \$123 Agency Preventable Error:

At review the agency budgeted 24 hours a week employment. There was nothing in the file to show that. There was only one pay stub from 3 weeks prior, so QC collected most recent 30-days' pay which averaged 43 hours per week. If the agency used 24 hours because of client statement, that alone is not adequate and would have necessitated further verification. QC checked DILHR year to dates and what the employer subsequently provided and the customer has never averaged as low as 24. There was also an error with utilities. AFTQ screen showed "yes," the customer got LIHEAP. However the LIHEAP was at a previous address, so that screen should have been updated at review to "no."

Milwaukee County, \$111 Agency Preventable Error:

The error occurred because the agency excluded a child from the FS group because of failure to provide a Social Security number, and later because of failure to verify citizenship. However, the agency had received the SSN by May 20th, so the child should have been included for July FS. The citizenship of this child was never questionable. We also noted that there is a \$250 rent receipt in the case record for May 2004. The \$250 should have been budgeted. Also, the client reported to QC that she claimed no phone expense upon application in May. The phone expense from a previous year was kept in CARES in error. QC verified the phone cost is paid by a non-FS group household member.